

### Amendments to the Specification

Please replace the paragraph beginning at page 25, line 2, with the following rewritten paragraph:

**[63]** A small group of service providers, including specialists in various workplace issues, provides workplace services ~~and products~~, such as human resource, legal, tax, accounting, environmental, financial, regulatory, governmental, technological, medical, consulting and marketing services to ~~a large group of employer clients~~ an organization by using a database of information concerning the ~~employers~~ organization and their its contacts. An initial contact is made by a workplace resources office to the organization to gather background information on the contacts and the organization. The database is then initially populated with this background information. ~~Each contact is assigned a unique ID code. When~~Later, when a situation arises that requires an answer to a specific workplace resource services question, a contact places a telephone call to a ~~predetermined "helpline" telephone number.~~ A specialist answers ~~the call and receives the unique ID code from the contact.~~ Alternatively, the contact may send an e-mail message from a web site that requires the ID code to access it. ~~In either case, when the received ID code is entered into the database, information concerning the client is displayed to the specialist.~~ The specialist accesses the database over a network and uses the pre-entered ~~This client-specific information allows the specialist to tailor advice to the specific question raised by the contact.~~ ~~Both the questions raised by the contact and the response given by the specialist are placed into predefined categories by the specialist at the time that the response is made.~~ The call~~[[,]]~~ and the response and the categories as categorized by the specialist are then stored in the database for later reference.